

FEA CHOICE FAQ DOCUMENT

Beginning January 1, 2021, Aetna Better Health of Virginia members who are *new* to consumer directed services will have choice of either Consumer Direct Care Network (CDCN) or Public Partnerships (PPL) as their Fiscal Employer Agent (F/EA) Vendor.

Existing members enrolled with either Public Partnerships (PPL) or Consumer Direct Care Network (CDCN) will remain with their respective F/EA.

Q: I am a member who is transitioning from DMAS Fee for Service to Aetna Better Health of Virginia can I remain with CDCN as my F/EA vendor?

A: Yes, if the member has been enrolled with CDCN for Fee for Service they may remain with CDCN.

Q: I am a member who has been enrolled with CD services and is transitioning to Aetna Better Health of Virginia from another MCO, will I have a choice of F/EA vendor?

A: If you were enrolled with CDCN or PPL through your previous MCO F/EA vendor you may remain with your current F/EA vendor. If your previous MCO had a different F/EA vendor, you will choose to enroll with either CDCN or PPL.

Q: I am a member returning to CD services who was previously enrolled with CDCN or PPL, can I choose to return to my previous F/EA vendor?

A: Yes, if you have previously been enrolled with CDCN or PPL as your F/EA vendor you may return to the same vendor.

Q: How is my choice of F/EA vendor communicated to Aetna Better Health of Virginia?

A: Your Services Facilitator will discuss your options with you and communicate to Aetna by submitting the DMAS 98R Form and indicating your choice of FE/A vendor in box 14.

Q: How am I enrolled with the F/EA vendor that I choose?

A: Your Services Facilitator will submit the Fiscal Agent Request Form to either CDCN or PPL to start the enrollment process if you have never been enrolled in CD Services. If you were previously enrolled, your Services Facilitator will assist in explaining what is needed and will submit a Fiscal Agent Request form to the appropriate F/EA vendor to indicate if you are returning to CD services or transitioning from another MCO.

For questions or additional information, please email AetnaConsumerDirection@aetna.com